

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents  
January 1, 2004 - December 31, 2004  
(Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMOs with over 150,000 Massachusetts Membership

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
<b>Fallon Community Health Plan, Inc.</b>						
Major Depression	1,912	11.28	27,957	164.89	29,869	176.17
Attention Deficit Hyperactivity Disorder	1,977	11.68	6,739	39.69	8,707	51.35
Eating Disorders	132	0.78	1,407	8.30	1,539	9.08
Chemical Dependency	514	3.03	11,544	68.09	12,058	71.12
Other Mental Health	8,377	49.41	68,704	406.22	77,081	454.63
<b>Total Outpatient Behavioral Health Utilization</b>	<b>12,912</b>	<b>76.16</b>	<b>116,342</b>	<b>686.20</b>	<b>129,254</b>	<b>762.36</b>
<b>Harvard Pilgrim Health Care, Inc.</b>						
Major Depression	24,286	47.09	86,242	167.23	110,528	214.32
Attention Deficit Hyperactivity Disorder	6,742	13.07	15,694	30.43	22,436	43.51
Eating Disorders	394	0.76	4,034	7.82	4,428	8.59
Chemical Dependency	887	1.72	10,250	19.88	11,137	21.60
Other Mental Health	41,857	81.16	276,616	536.38	318,473	617.55
<b>Total Outpatient Behavioral Health Utilization</b>	<b>74,166</b>	<b>143.81</b>	<b>392,836</b>	<b>761.74</b>	<b>467,002</b>	<b>905.56</b>
<b>HMO Blue</b>						
Major Depression	47,979	59.59	123,080	152.86	171,059	212.45
Attention Deficit Hyperactivity Disorder	12,880	16.00	24,422	30.33	37,302	46.33
Eating Disorders	1,224	1.52	7,060	8.77	8,284	10.29
Chemical Dependency	3,859	4.79	44,038	54.69	47,897	59.49
Other Mental Health	93,374	115.97	419,751	521.31	513,125	637.28
<b>Total Outpatient Behavioral Health Utilization</b>	<b>159,316</b>	<b>197.86</b>	<b>618,351</b>	<b>767.96</b>	<b>777,667</b>	<b>965.82</b>
<b>Tufts Associated Health Maintenance Organization, Inc.</b>						
Major Depression	40,896	85.97	73,328	154.15	114,224	240.12
Attention Deficit Hyperactivity Disorder	9,076	19.08	13,791	28.99	22,867	48.07
Eating Disorders	611	1.28	4,348	9.14	4,959	10.42
Chemical Dependency	1,153	2.42	6,282	13.21	7,435	15.63
Other Mental Health	64,463	135.51	224,863	472.70	289,326	608.22
<b>Total Outpatient Behavioral Health Utilization</b>	<b>116,199</b>	<b>244.27</b>	<b>322,612</b>	<b>678.19</b>	<b>438,811</b>	<b>922.46</b>

HMOs with 150,000 or less Massachusetts Membership

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
<b>Aetna Health Inc.</b>						
Major Depression	113	8.00	52	3.68	165	11.67
Attention Deficit Hyperactivity Disorder	164	11.60	40	2.83	204	14.43
Eating Disorders	29	2.05	9	0.64	38	2.69
Chemical Dependency	45	3.18	16	1.13	61	4.32
Other Mental Health	36	2.55	123	8.70	159	11.25
<b>Total Outpatient Behavioral Health Utilization</b>	<b>387</b>	<b>27.38</b>	<b>240</b>	<b>16.98</b>	<b>627</b>	<b>44.36</b>
<b>CIGNA HealthCare of Massachusetts, Inc.</b>						
Major Depression	838	47.51	2,098	118.95	2,936	166.46
Attention Deficit Hyperactivity Disorder	238	13.49	278	15.76	516	29.25
Eating Disorders	8	0.45	192	10.89	200	11.34
Chemical Dependency	44	2.49	375	21.26	419	23.76
Other Mental Health	1,259	71.38	6,159	349.19	7,418	420.57
<b>Total Outpatient Behavioral Health Utilization</b>	<b>2,387</b>	<b>135.33</b>	<b>9,102</b>	<b>516.04</b>	<b>11,489</b>	<b>651.37</b>
<b>ConnectiCare of Massachusetts, Inc.</b>						
Major Depression	70	5.96	437	37.22	507	43.18
Attention Deficit Hyperactivity Disorder	97	8.26	275	23.42	372	31.68
Eating Disorders	6	0.51	72	6.13	78	6.64
Chemical Dependency	2	0.17	68	5.79	70	5.96
Other Mental Health	1,093	93.09	6,335	539.57	7,428	632.66
<b>Total Outpatient Behavioral Health Utilization</b>	<b>1,268</b>	<b>108.00</b>	<b>7,187</b>	<b>612.14</b>	<b>8,455</b>	<b>720.14</b>
<b>Health New England, Inc.</b>						
Major Depression	5,300	78.08	7,874	116.00	13,174	194.09
Attention Deficit Hyperactivity Disorder	1,983	29.21	2,155	31.75	4,138	60.96
Eating Disorders	182	2.68	636	9.37	818	12.05
Chemical Dependency	297	4.38	1,628	23.98	1,925	28.36
Other Mental Health	10,888	160.41	37,353	550.31	48,241	710.72
<b>Total Outpatient Behavioral Health Utilization</b>	<b>18,650</b>	<b>274.76</b>	<b>49,646</b>	<b>731.42</b>	<b>68,296</b>	<b>1,006.18</b>
<b>Neighborhood Health Plan, Inc.</b>						
Major Depression	6,790	58.46	18,229	156.95	25,019	215.42
Attention Deficit Hyperactivity Disorder	4,107	35.36	9,639	82.99	13,746	118.35
Eating Disorders	57	0.49	251	2.16	308	2.65
Chemical Dependency	628	5.41	6,077	52.32	6,705	57.73
Other Mental Health	13,419	115.54	69,553	598.86	82,972	714.39
<b>Total Outpatient Behavioral Health Utilization</b>	<b>25,001</b>	<b>215.26</b>	<b>103,749</b>	<b>893.28</b>	<b>128,750</b>	<b>1,108.55</b>
<b>UnitedHealthcare of New England, Inc.</b>						
Major Depression	0	0.00	0	0.00	0	0.00
Attention Deficit Hyperactivity Disorder	31	1.04	2,232	75.22	2,263	76.26
Eating Disorders	1	0.03	214	7.21	215	7.25
Chemical Dependency	11	0.37	2,030	68.41	2,041	68.78
Other Mental Health	369	12.43	37,525	1,264.54	37,894	1,276.97
<b>Total Outpatient Behavioral Health Utilization</b>	<b>412</b>	<b>13.88</b>	<b>42,001</b>	<b>1,415.37</b>	<b>42,413</b>	<b>1,429.26</b>

Total Physician Encounters: 410,698

Total Non-Physician Encounters: 1,662,066

Total Encounters: 2,072,764